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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10008151-1

Inventor(s): Kristen L. Bhatti et al.

Confirmation No.: 4871

Application No.: 09/873,741

Examiner: Thanh T. Nguyen

Filing Date: 06/04/2007

Group Art Unit: 2144

Title: METHOD AND SYSTEM FOR PROVIDING TECHNICAL SUPPORT DOCUMENTS VIA THE INTERNET

**Mail Stop Amendment
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450**

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment
☐ New fee as calculated below
☒ No additional fee
☐ Other

- ☐ Petition to extend time to respond
☐ Supplemental Declaration

Fee\$

| CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY | | | | | | |
|---|---|---|--|--|-------------|---------------------------|
| (1) FOR | (2) CLAIMS REMAINING AFTER AMENDMENT | (3) NUMBER EXTRA | (4) HIGHEST NUMBER PREVIOUSLY PAID FOR | (5) PRESENT EXTRA | (6) RATE | (7) ADDITIONAL FEES |
| TOTAL CLAIMS | 15 | MINUS | 20 | = 0 | X \$50 | \$ 0 |
| INDEP. CLAIMS | 6 | MINUS | 6 | = 0 | X \$200 | \$ 0 |
| <input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM | | | | | + \$360 | \$ 0 |
| EXTENSION FEE | <input type="checkbox"/> 1st Month \$120 | <input type="checkbox"/> 2nd Month \$450 | <input type="checkbox"/> 3rd Month \$1020 | <input type="checkbox"/> 4th Month \$1590 | | \$ 0 |
| OTHER FEES | | | | | | \$ |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT | | | | | | \$ 0 |

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees.

☐ A duplicate copy of this transmittal letter is enclosed.

I hereby certify that this paper is being
transmitted to the Patent and Trademark Office
facsimile number (571) 273-8300.
Date of facsimile: 6/6/2007

Typed Name: Doreen Zabinski

Signature: Doreen Zabinski

Respectfully submitted,

Kristen L. Bhatti et al.

By

Petar Kraguljac

Attorney/Agent for Applicant(s)

Reg No.: 38,520

Date: 6/6/2007

Telephone: (216) 348-5843

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| | | |
|--------------------------------------|---|---------------------------|
| In re application of: |) | Examiner: Thanh T. Nguyen |
| Kristen L. Bhatti et al. |) | |
| |) | Art Unit: 2144 |
| Serial No.: 09/873,741 |) | |
| |) | |
| Filed: 06/04/2001 |) | |
| |) | |
| For: Method and System For Providing |) | |
| Technical Support Documents Via |) | |
| The Internet |) | |
| |) | |
| Date of Last Office Action: |) | Attorney Docket No.: |
| March 8, 2007 |) | 10008151-1 |
| |) | |
| |) | |

June 6, 2007

RESPONSE TO OFFICE ACTION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action of March 8, 2007, Applicant respectfully requests reconsideration and reexamination of the application as follows:

CERTIFICATE OF FACSIMILE

Date of Deposit: June 6, 2007

I hereby certify that these papers are being transmitted to The Patent and Trademark Office facsimile number (571) 273-8300 on June 6, 2007.

Doreen Zabinski
Doreen Zabinski
